



CARC^{co}

P.O. Drawer 1808 • Carlsbad, New Mexico 88221-1808

Providing services for people with special needs that enable them to be active citizens, feel accepted and find meaning in life.



Fiscal Year 2015-16

Annual Report

Reflections

When we get to this point in the year and look at putting together our annual report, it takes a bit of time to stop and reflect on the past year. It's not like we reach the end of the year and then start over. The work we do with individuals with special needs continues on every day.

But it is helpful to take a look back and spend a few minutes to reflect on the successes, challenges and changes in programs and operations. But the one joy that keeps coming to the surface is the overwhelming support and encouragement we get every day from the community and donors who have become partners in our services.



This year we were able to open all of our new group homes that were recently completed and admitted new individuals into each of them. The challenge was finding the necessary staff and then working through the licensing process with the NM Department of Health. It is a challenging and costly process, but in the end we will be serving an additional twelve individuals as we complete the licensing process in the next year.

For the first time, we hosted a fundraising gala at Washington Ranch with football star Herschell Walker as our special guest. The event was a spectacular evening that in the end raised over \$200,000 that was used for our Special Needs fund, Special Olympics, upgrading the access street in the main campus entrance and to support our building fund.

With such a large campus, numerous buildings and programs, these funds were a blessing to the individuals we serve, our staff and the community. We are always thankful for our donors and their participation in our mission:

*To provide services for people with special needs that enable them to be
Active citizens, feel accepted, and find meaning in life.*

Thank you for being a partner with us in this wonderful work.

A handwritten signature in black ink, reading "Mark Schinnerer".

Mark Schinnerer, Chief Executive Officer

***"What you do today can
improve all
your tomorrows."***

~Ralph Marston



Bob & Barbara Forrest

Our Leadership

Board of Directors

Carolyn Olson - President
Robert Forrest - Vice-President
Ned Elkins- Secretary/Treasurer
Jay Jenkins
Barbara Forrest
Cas Tabor
Bobby Bowen
Henry Castaneda

Management Team

Mark Schinnerer, Chief Executive Officer
Tammy Halpain, Administrator of Services
Bob Barnes, Support Services Director
Judy Nesbit, Human Resource Director
Nancy Rogers, Financial Director
Kathy Hughes Director of Children Services
Amy Calderon, Work Services Director
Chad Ingram, Camp Washington Ranch Director

CARC Demographics

Total Served	
Child Services (EI, Rainbow & Respite programs)	455
Adults	94

Primary Disability (Does not include Rainbow Connection Childcare)	
Developmental Disability	111
Developmental Delay	366
At-Risk	33

Ethnicity	
Caucasian	37.1%
Hispanic	59.7%
African American	0.9%
Native American	0.4%
Asian	2%

Age	
0-17	455
18-40	39
41-60	41
61+	14

Gender	
Male	63%
Female	37%

Financial Report		
REVENUE	FY 2014-2015	FY 2015-2016
Residential	5,470,948	5,474,677
Work Services	1,849,618	1,881,290
CDC	1,376,006	1,316,032
Other	145,034	102,516
Contributions	283,025	467,335
Investments & Endowments	186,397	180,150
TOTAL	9,311,028	9,422,000
EXPENSES	FY 2014-2015	FY 2015-2016
Residential	4,343,243	4,481,274
Work Services	2,439,741	2,528,992
CDC	1,362,229	1,499,674
Other	345,919	365,402
Administration	944,890	989,490
TOTAL	9,436,022	9,864,832

CARF Accreditation

In January, CARC underwent CARF reaccreditation process. CARF (Commission on Accreditation of Rehabilitation Facilities) is an independent non-profit accrediting body whose mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process, that centers on enhancing the lives of the persons served. CARF has established consumer-focused standards to help organizations measure and improve the quality of their programs and services. CARC is thrilled to announce that we have received our eighth consecutive CARF Three-Year Accreditation for the following programs:

- Child & Youth Services
- Community Employment Services: Employment Services
- Community Employment Services: Job Development
- Community Housing
- Community Integration
- Organizational Employment Services
- Service Coordination
- Supported Living

This accreditation represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the standards established by CARF. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an onsite visit that its programs and services are of the highest quality, measurable and accountable.

*"Great things in business
are never done by one
person. They're done by
a team of people"*

~ Steve Jobs

Fiscal Year 2015-2016 Donations

Donations

Acosta, Martha
 Albertson's
 Alcorn-Pierce, Fawn
 Allen, Randol
 AmazonSmile Foundation
 Anonymus
 Babbitt, Lon
 Barbosa, Jonathan
 Barbosa, Kaymel
 Barbosa, Teresa
 Basham, Biff & Charlene
 Beeson, Jeanne
 Berry, James & Janice
 Broussard, Pat & Ann
 Brown, Ginger
 Byrd, Ann
 Carlsbad Community
 Foundation
 Carlsbad Elks Lodge
 Carlsbad National Bank
 CARS—Charitable Adult
 Rides & Services
 Castaneda, Henry
 Cavin, Mr. & Mrs. S.H.
 Clark, Kelly & Jane
 Clem, Ron
 COG Operating, LLC
 Connells Office Products
 Crews Glass & Mirror Co.
 DB Enterprises
 Eddy Federal Credit Union
 Edgewater Federal Solutions,
 Inc.
 Erb, Joseph
 Faith, Hope & Love
 Foundation
 Ferguson, Gemma
 Forrest Family Foundation
 Forrest Tire
 Forrest, Bob & Barbara
 Forrest, Mike & Jo
 General Nutrition Center
 Gessel, Kay
 Godinez, Sandy
 Gwartney, Mr. & Mrs. J.E.
 H.A. & M.E. Waters Trust
 Hill, Elizabeth
 Hollenkamp, Sharon
 Howerton, Michael
 Hyden, Michael & Peggy
 J.F. Maddox Foundation
 Johnson, Jim & Barbara
 Jones & Statham, B.L. & C.A.
 KAM Security & Sound, Inc.
 Los Alamos National
 Laboratories
 Manich, Steve & Joan
 Maxey, Jayne
 Mayer, Ronald
 McCauley, Frankie
 McCrea, LauraLea

Medina, Debra
 Modern Alarm Company
 Moore, Glen & Peggy
 Nesbit, Judy
 Noland, Frank & Marilyn
 Olson, Carolyn
 Otto Haas Charitable Trust
 Paneral, Al
 Patman, Betty
 Perez, Alice
 Pioneer Bank
 Power, Russ & Claiborne
 Protective Order of the Elks
 PVT Networks
 Renaissance Charitable
 Foundation
 Ricker, William
 Roberts, Irene
 Scholl, Bob
 Sellin, Paul
 Shanahan, Col. James & Anne
 Sims, Michael & Betty
 Skinner, John & Sharon
 Sparks, Keith
 State Senator
 Stephens, Craig & Sheri
 Stevens Inn
 Tate Branch
 Truist
 U-1st Community Federal
 Credit Union
 United Way of Central New
 Mexico
 Vickers, Ellis & Sheryl
 Westall, Ray & Karen
 Western Commerce Bank
 Wickstrom, Gail
 Wimsatt, Alma
 Yates, Peyton
 Ybarra, Rocky

Endowment Donations

Barbosa, Jonathan
 Emerson, Brett & Lee
 Nesbit, Judy
 Owen, Ramona
 Rogers, Nancy

Building Fund

Barbosa, Jonathan
 Bell, Sara
 Bellotti, James
 Forrest, Bob & Barbara
 Forrest, Bobby & Brenda
 Gifts from God Foundation
 Heath, Edward
 Lopez, Albert
 Spealman, Susan
 Wilson, Clay & Linda

2015 Fundraising Event

Acosta, Martha
 B&R Trucking
 Ballard, John
 Barbosa, Kahymel

Barbosa, Teresa
 Beeson, Jeanne
 Bhakta, Amit
 Bowen Insurance Group
 Branson, Scott & Valerie
 Buff, Anita
 Campbell, Paul & Sherry
 Carlsbad Downtown Lions
 Club
 Castaneda, Henry
 Clem, Ron
 Constructors, Inc.
 Crabb, Bill & Shirley
 Crews Glass & Mirror Co.
 Cross, Dan
 Crouch Plumbing, Heating, &
 A/C, Inc.
 Currier, Mike
 DB Enterprises
 Ellyson, Steven & Heather
 Emerson, Brett & Lee
 Erb, Joseph
 Evans, Stanley & Sharon
 Ferguson, Gemma
 Forrest Tire
 Forrest, Bob & Barbara
 Forrest, Dick & Betty
 Forrest, Jesse
 Forrest, Michael & Lindsey
 Forrest, Mike & Jo
 Forrest, Mr. & Mrs. Richard
 Fritschy, David & Andree
 GDSB Trust
 Gillan, Norman
 Guadalupe Mountain Fencing
 HB Waters Co, LLC
 Heaton, John & Julia
 Hub International
 J.F. Maddox Foundation
 Jenkins, Jay
 Johnson, Jim & Barbara
 Johnston, Angela & Beau
 Jones, Christopher
 Kidd, Don
 Long, David
 McCauley, Frankie
 Medina, Debra
 Mitchell & Cruse
 Architecture, LLC
 Mosaic Potash
 Mou, Jim & Connie Lee
 Neeley, Earlene
 Olson Carolyn
 O'Rourke, Melissa
 Parrott, Vance & Janice
 Patman, Betty
 Perini, David & Anita
 Rickert, Stuart & Kelley
 Schinnerer, Mark & Linda
 Sepich, David & JayAnn
 Sims, Michael & Betty
 Southeast Read-Mix

Stradley, Trent
 Taylor Water Well Service
 U-1st Community Federal
 Credit Union
 Waters, Harold & Margaret
 Waters, James & Judi
 Waters, John & Tracy
 Wilson, Tommy
 Wyatt, Jason

In Memory Of

Abshier, Lyna
 Perini, Dale & K Xaren
Acosta, Gary
 Halpain, Tammy
Berry, Jeff
 Berry, James & Janice
 MacCornack, Donald &
 Belinda
Boyse, Marjorie & George
 Goodlander, Jim
 Goodlander, Lucille
Cahill, Susan Woolf
 Woolf, Patricia
Christenson, Brian
 Corley, Mr. & Mrs. D.E.
Clark, Houston & Mildred
 Clark, Kelly & Jane
Davis, Paula
 Hinkle, Lavoy
Diamond, Evy
 Forrest, Bob & Barbara
Fields, Barbara
 Halpain, Tammy
Gary, Kenny
 Royce, Camille
Goodlander, Jeff
 Barnes, Robert
 Frye, Barbara
 Halpain, Tammy
 Kouts Christadelphian
 Ecclesia
 McFadden, Kathleen
 Olson, Carolyn
 Vogel, Sandra
Halpain, Tony
 Accounting & Consulting
 Group, LLP
 Acosta, Martha
 Barnes, Robert
 Bird, Betty
 Cattaneo, Steve
 Deringer, Bill & Wanda
 Doyal, Roy & Molli
 Forrest, Bob & Barbara
 Joyce, Patt
 Kingsley, Carol
 Noland, Frank & Marilyn
 Nymeyer, Robert &
 Katherine
 Olson, Carolyn
 Rogers, Nancy
 Wagner, Del & DeDe

Weller, Kenneth & Lesa
Wright, James & Linda
Xplor Resources, LLC

Harris, Dr. Dale

Halpain, Tammy

Hemler, Jim

Barnes, Robert
Forrest, Bob & Barbara
Halpain, Tammy
Olson, Carolyn

Jenkins, Billie

Accounting & Consulting
Group, LLP
Burns, Bryan & Melissa
Forrest, Bob & Barbara
Francis, Jay & Tracy
Gant, Joe & Beverly
New Mexico Banker's
Association
Olson, Carolyn
Pennebaker, Bryan
Rogers, Nancy
Schinnerer, Mark & Linda
Westfall, Ray & Karen
Widugiris, Brenda
Kinzer, Cathy Stell
Forrest, Bob & Barbara

Kratzke, Chris

Kratzke, Cynthia

Light, Bob

Forrest, Bob & Barbara

Lipkin Family

Roberts, Irene

McCloskey, Reid

Forrest, Bob & Barbara

Means, Shirley

Bagley, Pam
Cain, Edwina W.
Forrest, Bob & Barbara
Guaranty Title Company
Ken Thurston Feel Good
Foundation
McKim, Brad & Kay
McKim, William & Bettye
Nabors, Jack D. & Denise

Mendoza, Maria

Halpain, Tammy

Moore, Darrel Glen

Moore, Glen & Peggy

Moutray, Willodean

Rickert, Stuart & Kelly

Peeper, Ethel Alice

Peeper, Ken & Joan

Ritchie, Sheila

Barnes, Robert
Carlsbad Heights Lion
Club

Halpain, Tammy

Jennings, Neal

Kelly, Carol

MacArthur, Patricia

McQueen, Mary

Olson, Carolyn

Sieberg, Ken

Barnes, Bob

Halpain, Tammy

Olson, Carolyn

Stoltz, Linda

Olson, Carolyn

Stone, Dr. Bill

Perini, Dale & Karen

Tidwell, Jan

Olson, Carolyn

Vandandingham, Jerold

Vanlandingham, Barbara

Wimsatt, Marshall

Wimsatt, Alma

In Honor of

Acosta, Noel

Callahan, Linda

Barnes, Robert

Malott, Fred & Rosemary
Shore, Jamia

Beeson, Ann

Denton-Wood Funeral
Home

Cruz, Robert

Cruz, Manuel

Direct Care Staff

Barnes, Robert

Forrest Family

Barnes, Robert

Forrest, Gary

Emerson, Brett & Lee
Henderson, Larry & Signe

Goodlander, Jeff

Goodlander, Jim
Goodlander, Lucille

Hass, John & Janet

Barnes, Robert

Malott, Joyce

Barnes, Robert

McCauley, DJ

McCauley, Frankie

Olson, Carolyn

Friesen, Dean & Ellen

Stell, Joe & Yerna

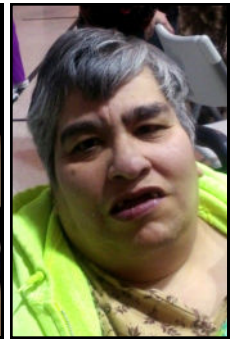
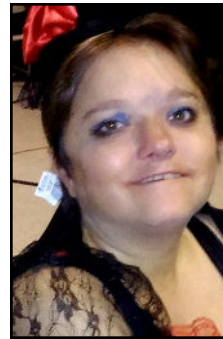
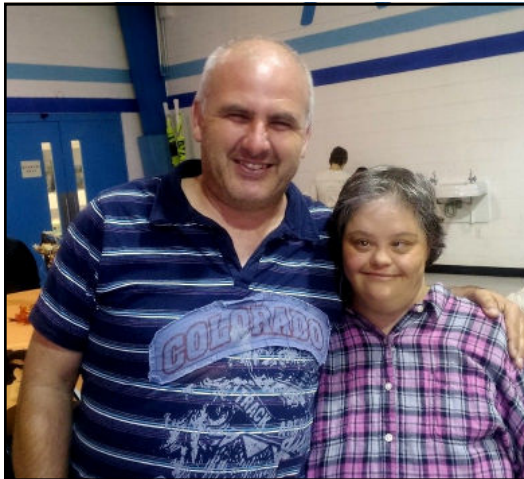
Don Winters Construction

Wooton, Henrietta

Wooton, John

"Alone we can do so little; together we can do so much."

~ Helen Keller



Organizational Highlights

Support Services

This fiscal year, CARC provided Nursing and Case Management services to 94 individuals. Of those individuals, 70 received services through our Residential Program and 24 received a variety of day services through our Employment and Habilitation program.

Residential Programs

Over this fiscal year, 60 individuals were served through ICF/IID placements. These placements offer 24-hour supports for individuals. Ten individuals were placed in our Independent Living services, which offers varying levels of care based on personal support needs.

Supported Employment

The Supported Employment program is designed to provide employment services, training, and supports needed to enable individuals to secure, retain, and/or upgrade employment in the community. This includes services through contracted jobs, job carving, and individual placements. This fiscal year, 28 individuals received employment supports through our Supported Employment program.

Adult Habilitation

The Adult Habilitation program provides individuals with various enriching activities including volunteer work, recreational activities, community integration and enhancement of natural supports. At the end of the fiscal year, 15 individuals were receiving supports through the various levels of Adult Habilitation

Work Services

CARC's Work Services program continues to provide affirmative employment opportunities and training in a structured work environment to aid in the development of various vocational skills. Each location offers different skills that can be used to better employment opportunities for our individuals. The program held 73 business contracts this fiscal year. Contracts were offered for document shredding services and plant rentals. CARC also worked with the Carlsbad Municipal Schools to provide vocational training to fifteen school-age individuals.

• Grounds Department

At the end of the fiscal year, seven individuals were working in the Grounds Department. These individuals maintain CARC grounds, including CARC's group homes located in the community and learn skills related to basic lawn care/maintenance tasks.

• Janitorial Department

Seven individuals were working in the Janitorial Department at the end of the fiscal year. These individuals learn skills related to general housekeeping by providing basic janitorial services to various locations throughout CARC's campus.

• Dining Hall

The CARC Dining Hall was employing nine individuals at the close of the fiscal year. These individuals assist in the preparation of lunch for the various CARC worksites, serving, and clean-up duties as related to meal service.

• Rainbow Recycling and Secure Document Destruction Services

This fiscal year 927.62 tons of recyclables were diverted from the local landfill through the efforts of Rainbow Recycling and Secure Document Destruction Services. We continue to expand our Secure Document Destruction Services to local businesses. At the end of the fiscal year, Nine individuals were employed at Secure Document Destruction Services.

• Country Store and Greenhouses

The Country Store and Greenhouse offers a wide variety of plants available for public purchase, as

well as plant rental contracts to a variety of local businesses. Plant Rentals provides plants/planters that are maintained by our individuals. This is an awesome service that allows for our individuals to be more integrated in the community. At the end of the fiscal year, 31 individuals were learning various horticulture skills through employment at the Potting Barn, Country Store and Plant Rentals.

- **Pecos Valley Pecans**

16 individuals were employed at Pecos Valley Pecans at the end of the fiscal year. Pecans are harvested from our orchard and shelled by the individuals we serve. Our pecans are known for their quality, not only locally, but throughout the county.

Child Development Services

- **Child Development Center**

The Child Development Center offers childcare services to both typically developing children and those who are at risk or have been identified as having a developmental delay. The center provides childcare services between the ages of six weeks to 36 months. A total of 39 children were provided services through the childcare center this fiscal year.

- **Parent Self-Monitoring Screening Program**

The Parent Self-Monitoring Screening program assists parents in tracking their child's development to age five. This program is a free service that allows parents to review and monitor their child's early developmental stages. If issues with development are noted, a referral is made to CARC's Early Intervention program.

- **Early Intervention Program**

The Early Intervention Program goal is for young children to increase developmental abilities in an effort to decrease the need for special developmental programs when entering school. Services are provided to children birth to age three who have developmental delays, established conditions or are identified as at risk medically or environmentally. This fiscal year 455 children were provided early intervention services. We continue to work with various physicians and other supporting agencies for referrals to this essential program.

CARC Outcomes

CARC continues to look at ways to provide quality service delivery and work toward continual improvement. We use various methods to collect data that measures the effectiveness of our services, including satisfaction questionnaires, objective tracking, input from various stakeholders and regulatory surveys. This information is used to help us improve services, expand service areas, and become a preferred agency in our field.

- 91% feel that their individual progress plan is helping them move toward their personal vision.
- 73% of individuals in Work Services feel that they are learning skills that will help them get a job in a Supported Employment setting.
- 90% of individuals in the Residential program reported that staff are teaching them what they want to learn to become more independent.
- 100% of individuals in the Supported Employment program stated that they are doing the type of work they want to do.
- 71% of individuals in the Adult Habilitation program state that the program offers an active learning environment.
- Individuals served earned \$407,825.19 in wages over the course of the fiscal year through our Work Service employment sites and contract work, an increase of over 21% from last fiscal year.
- 63% of children in the program maintained or decreased their delay within six months of service through the program.
- 80% of children in the Early Intervention program do not need Individual Education Plans when transitioning to preschool since they are now achieving at their developmental age.

Improvements

This year we were able to make several improvements as part of our accessibility and strategic planning process. These projects included:

- Replacement of several Air Conditioning Units in our ICF homes.
- Upgraded Fire Alarm Systems in three of our ICF homes.
- New scale for Recycling
- New tractor for the Grounds Crew
- Remodel of bathrooms at Camp Washington Ranch
- New flooring for our Life Enhancement facility
- Repaved front entrance to CARC campus
- Replacement of aged servers and several aged computers and additional computer for expansion of programs
- Replacement of several aged appliances throughout CARC with new energy star options
- Furniture for several of our ICF homes
- Five new vans and one pick-up truck. Four of the five vans were fully funded by the Bargain Store.
- Purchase of two sets of hearing equipment to be used through our Early Intervention program for child hearing assessments. These were funded in part by a donation from Concho.

We continue to look at ways to improve and enhance our programs. We appreciate all the support that is given to CARC, so that we can continually improve and expand our programs.

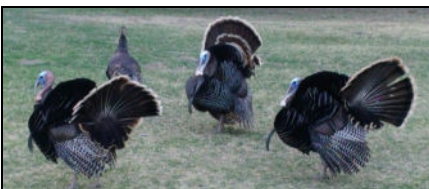
CARC Farmhouse Bargain Store

The CARC Farmhouse Bargain Store is run a group of dedicated volunteers. The Bargain Store offers quality used merchandise that is donated by the Carlsbad community. This year through the gratuitous support of the volunteers and our community, we were able to fund the purchase of four new mini vans that are used for transportation needs of our individuals. We are blessed to have such a wonderfully supporting community and volunteers that dedicate their time to the Bargain Store's success.



Camp Washington Ranch

Camp Washington Ranch is centrally located near the Carlsbad Caverns and Guadalupe Mountains National Parks. This is the perfect place to hold a wedding, family reunion, company retreat, or just a relaxing stay away from the stress of the city. We are able to accommodate a variety of group sizes.



In addition to lodging, we offer the Xperience at Camp Washington Ranch; which includes a GaGa pit, Human Foosball course and a paintball course. Contact Chad Ingram –Camp Washington Ranch Director – at 575-785-2228 for information and reservations. Or visit our website at www.campwashingtonranch.org/ for more information.

CARC, INC. is a 501(c)(3) not-for-profit organization that serves adults with developmental disabilities and children birth to three years who have or are at risk of having developmental delays. CARC provides early intervention services, employment, residential and community support services. CARC is a member of ADDCP, Artesia Chamber of Commerce, Carlsbad Chamber of Commerce, Carlsbad Department of Development, NISH, NM Health Care Association, AHCA/NCAL, NM Recycling Coalition, the Health Coalition of NMSU and Carlsbad Community Foundation. CARC programs are accredited by CARF, the rehabilitation accreditation commission. CARC is a 2012 recipient of AHCA/NCAL Bronze Quality Award. CARC is an affirmative action, equal opportunity employer. We do business in accordance with the Federal Fair Housing Law (The Fair Housing Amendment Act of 1988).